

Amendments to the Claims:

Please amend the claims to read as follows:

98. (Currently amended) A collaborative real estate management system for exchanging information among tenants and an individual associated with management of a building, the system comprising:

a computer system in communication with data input and output devices accessible by said tenants and said individual associated with management of said building;

said computer system including one or more processors networked together and programmed to process data relating to management of said building;

said one or more processors being further programmed I) to receive a communication relating to management of said building from a device associated with at least one of said tenants, said communication including data indicating an instruction being associated with a task performed by said individual, said individual being associated with a front desk of said building, a front gate of said building, or a combination thereof, ii) to associate said instruction with said at least one of said tenants using an identifier, iii) to store said instruction and said identifier on said computer system, and iv) to enable said individual to search said computer system to obtain said instruction using a computing device associated with said individual;

said computer system including a database, said database including a library of documents relating to said building which documents are accessible for viewing, storing, and editing by said tenants, a staff member, a building manager, or any combination thereof;

wherein said computer system enables interaction by said tenants with said individual through said system.

99-100. Cancelled.

102-109. Cancelled.

110. (Currently amended) ~~The method of claim 109~~ A method comprising:

receiving an instruction via a computing device associated with a tenant associated with a building,
said instruction being associated with a task performed by an individual associated with a front
desk of said building, a front gate of said building, or a combination thereof;

wherein said instruction is associated with permissions to give access to a unit associated with said
tenant, key-holding information, or any combination thereof;

associating said instruction with said tenant using an identifier;

storing said instruction and said identifier on a central computer; and

enabling said individual to search said central computer to obtain said instruction using a
computing device associated with said individual.

111. Cancelled.

112. (Currently amended) ~~The method of claim 109 further comprising~~ A method comprising:

receiving an instruction via a computing device associated with a tenant associated with a building,
said instruction being associated with a task performed by an individual associated with a front
desk of said building, a front gate of said building, or a combination thereof;

designating said instruction as being inactive upon expiration of a specified time period;

associating said instruction with said tenant using an identifier;

storing said instruction and said identifier on a central computer; and

enabling said individual to search said central computer to obtain said instruction using a
computing device associated with said individual.

113-115. Cancelled.

116. (Currently amended) ~~The method of claim 109 further comprising~~ A method comprising:
receiving an instruction via a computing device associated with a tenant associated with a building,
said instruction being associated with a task performed by an individual associated with a front
desk of said building, a front gate of said building, or a combination thereof;
associating said instruction with said tenant using an identifier;
storing said instruction and said identifier on a central computer;
transmitting data representing said first instruction, a portion of said first instruction, said
identifier, or any combination thereof to a public display; and
enabling said individual to search said central computer to obtain said instruction using a
computing device associated with said individual.

117. (Previously presented) The method of claim 116 wherein said public display
comprises a display in an entranceway associated with said building, an elevator associated with
said building, another public area associated with said building, or any combination thereof.

118. (Currently amended) ~~The method of claim 109 further comprising~~ A method comprising:
receiving an instruction via a computing device associated with a tenant associated with a building,
said instruction being associated with a task performed by an individual associated with a front
desk of said building, a front gate of said building, or a combination thereof;
associating said instruction with said tenant using an identifier;
storing said instruction and said identifier on a central computer;
displaying said first instruction, a portion of said first instruction, said identifier, or any
combination thereof to a public display; and

enabling said individual to search said central computer to obtain said instruction using a computing device associated with said individual.

119. (Currently amended) ~~The method of claim 109 further comprising~~ A method comprising:
receiving an instruction via a computing device associated with a tenant associated with a building,
said instruction being associated with a task performed by an individual associated with a front
desk of said building, a front gate of said building, or a combination thereof;
associating said instruction with said tenant using an identifier;
receiving biometric data;
storing said instruction and said identifier on a central computer; and
enabling said individual to search said central computer to obtain said instruction using a
computing device associated with said individual.

120. (Previously presented) The method of claim 119 further comprising comparing said received biometric data with biometric data stored on said central computer.

121. (Currently amended) ~~The method of claim 109~~ A method comprising:
receiving an instruction via a computing device associated with a tenant associated with a building,
said instruction being associated with a task performed by an individual associated with a front
desk of said building, a front gate of said building, or a combination thereof;
associating said instruction with said tenant using an identifier;
storing said instruction and said identifier on a central computer; and
enabling said individual to search said central computer to obtain said instruction using a
computing device associated with said individual;

wherein said building is a first building, the method further comprising providing aggregated data for said first building and a second building.

122. (Currently amended) ~~The method of claim 109, the method further comprising:~~ A method comprising:

receiving an instruction via a computing device associated with a tenant associated with a building, said instruction being associated with a task performed by an individual associated with a front desk of said building, a front gate of said building, or a combination thereof;

wherein said tenant is a first tenant and said individual is a first individual;

associating said instruction with said tenant using an identifier;

storing said instruction and said identifier on a central computer;

enabling said individual to search said central computer to obtain said instruction using a computing device associated with said individual;

receiving a request for service via a computing device associated with a second tenant associated with said building;

storing said request for service on said central computer; and

enabling a second individual to search said central computer to obtain said request for service using a computing device.

123. (Previously presented) The method of claim 122 wherein said first individual is identical to said second individual.

124. (Previously presented) The method of claim 122 wherein said building is a first building, the method further comprising providing aggregated data for said first and second

buildings, said data comprising said request for service and another request for service associated with said second building.

125. (Previously presented) The method of claim 122 wherein said request for service comprises a title, a category selected from a list, a request description, an urgency rating, an email address, a contact information, an instruction for an additional parties, or any combination thereof.

126. (Previously presented) The method of claim 122 further comprising enabling a user, using a computing device, to search said central computer to obtain a list of search results including said request for service.

127. (Previously presented) The method of claim 126 further comprising enabling said user to sort said list of search results by unit number, request category, date opened, priority, status, or any combination thereof.

128. (Previously presented) The method of claim 122 further comprising enabling a user associated with building management to modify said request for service.

129. (Previously presented) The method of claim 128 wherein modifying said request for service comprises changing a category of said request, assigning a priority to said request, opening said request, closing said request, placing said request on hold until a certain date, recording an amount of time spent on a task related to said request, entering a dollar amount of costs which can be charged to said second tenant associated with said request, posting a comment to said request log, or any combination thereof.

130. (Previously presented) The method of claim 122 further comprising transmitting a notification in response to said request for service.

131. (Previously presented) The method of claim 130 wherein transmitting comprises transmitting an email message, a beeper message, a pager message, a fax transmission, or any combination thereof.

132-134. Cancelled.

135. (Currently amended) ~~The method of claim 109 further comprising~~ A method comprising:
receiving an instruction via a computing device associated with a tenant associated with a building,
said instruction being associated with a task performed by an individual associated with a front
desk of said building, a front gate of said building, or a combination thereof;
associating said instruction with said tenant using an identifier;
storing said instruction and said identifier on a central computer;
enabling said individual to search said central computer to obtain said instruction using a
computing device associated with said individual; and
providing an electronic library including one or more electronic documents.

136. (Previously presented) The method of claim 135 wherein providing further comprises associating an electronic document in said electronic library with an expiration date.

137. (Previously presented) The method of claim 135 wherein providing further comprises associating permissions with an electronic document in said electronic library, said permissions defining which users can access, view, update, or any combination thereof, said electronic document.

138. (Previously presented) The method of claim 135 wherein providing further comprises associating permissions with an electronic document in said electronic library, said permissions

defining a particular group of users who can access, view, update, or any combination thereof, said electronic document.

139. (Previously presented) The method of claim 138 wherein said particular group of users comprises board members.

140. (Previously presented) The method of claim 135 further comprising transmitting a notification in response to an electronic document.

141. (Previously presented) The method of claim 140 wherein transmitting comprises transmitting an email message, a beeper message, a pager message, a fax transmission, or any combination thereof.

142. (Previously presented) The method of claim 140 wherein transmitting comprises transmitting said notification in response to said electronic document being added to said electronic library.

143. (Previously presented) The method of claim 140 wherein transmitting comprises transmitting said notification in response to said electronic document being updated.

144. (Previously presented) The method of claim 135 further comprising enabling a user to search said electronic library using a keyword.

145. (Previously presented) The method of claim 135 wherein said building is a first building further comprising allowing access to said electronic library by users associated with said first building and users associated with a second building.

146. (Currently amended) ~~The method of claim 109, said method further comprising:~~ A method comprising:

receiving an instruction via a computing device associated with a tenant associated with a building,
said instruction being associated with a task performed by an individual associated with a front
desk of said building, a front gate of said building, or a combination thereof;

wherein said tenant is a first tenant and said individual is a first individual;

associating said instruction with said tenant using an identifier;

storing said instruction and said identifier on a central computer;

enabling said individual to search said central computer to obtain said instruction using a
computing device associated with said individual;

receiving a request for service via a computing device associated with a second tenant associated
with said building;

storing said request for service on said central computer;

enabling a second individual to search said central computer to obtain said request for service
using a computing device; and

providing an electronic library including one or more electronic documents.

147. (Previously presented) The method of claim 146 wherein said building is a first
building further comprising providing aggregated data for said first and second buildings.

148. (Previously presented) The method of claim 146 wherein said request for service
comprises a title, a category selected from a list, a request description, an urgency rating, an email
address, a contact information, instructions for additional parties, or any combination thereof.

149. (Previously presented) The method of claim 146 further comprising transmitting a
notification.

150. (Previously presented) The method of claim 149 wherein transmitting comprises transmitting an email message, a beeper message, a pager message, a fax transmission, or any combination thereof

151. (Previously presented) The method of claim 146 wherein providing further comprises associating permissions with an electronic document in said electronic library, said permissions defining which users can access, view, update, or any combination thereof, said electronic document.

152. (Previously presented) The method of claim 146 further comprising transmitting a notification in response to an electronic document being added to said electronic library.

153. (Previously presented) The method of claim 146 further comprising permitting access to information stored on said central computer based on a type of user.

154. (Previously presented) The method of claim 148 wherein said instruction is associated with package delivery, laundry delivery, or any combination thereof.

155. (Previously presented) The method of claim 148 further comprising transmitting data representing said first instruction, a portion of said first instruction, said identifier, or any combination thereof to a public display.

156. (Previously presented) The method of claim 155 wherein said public display comprises a display in an entranceway associated with said building, an elevator associated with said building, another public area associated with said building, or any combination thereof.

157. (Previously presented) The method of claim 148 further comprising receiving biometric data.

158. (Previously presented) The method of claim 157 further comprising comparing said received biometric data with biometric data stored on said central computer.

159-160. Cancelled.